COMBAT CLASSROOM COMPLAINTS POLICY

OWNERSHIP:	Combat Classroom
AUTHORISED BY:	Josh Dean
REVIEW:	Due Mar 27

Complaints Procedure for Students, Parents/Carers and Referrers at Combat Classroom

As outlined in paragraph 7 of the Schedule to The Education (Independent Schools Standards) Regulations 2014

Combat Classroom feel that our students and their parents/carers and referrers have the right to receive a high standard of service. The Complaints Procedure is in operation to enable our service users to be listened to and to ensure that any complaints are dealt with fairly, quickly and confidentially.

For further details about confidentiality contact the Provision Lead who will talk you through the appropriate policy. A copy of the Confidentiality Policy can be made available for inspection on request. We view complaints positively as they give us the opportunity to improve the quality of our services. Our aim is that complaints can be resolved before they reach the formal stage. If this is not possible, it is important that fair, accessible action is taken.

You may wish for a staff member or another organisation to support you in your complaint (see Whistleblowing Policy).

An **informal complaint** would be delivered verbally to your practitioner, or the Provision Lead. This complaint will be listened to and addressed by talking to relevant people and producing a solution which is agreeable by all parties (where possible). Combat Classroom staff will seek to resolve an informal complaint quickly and where possible, this will take place on the same day that the complaint is raised.

A **formal complaint** would be in writing, addressed to the most appropriate person/s below. Be as detailed as possible about the complaint, giving dates/times of incident, any other persons involved and how you would like to see this complaint being resolved. These issues will be investigated in full and responded to in writing outlining our response to the complaint within 3 working days of receiving the complaint.

If you have completed this procedure, but believe your complaint has still not been dealt with, your complaint can be reviewed by a Panel of 3 or more people, appointed by the Director of Education, who have not been directly involved in the matters detailed in the complaint and containing at least one member who is independent of the management and running of ***Combat Classroom****.*

Panel Procedures

Parents/Carers would be welcome to attend the Panel Hearing(s), arranged at a time suitable for them to attend. The Panel Hearing should take place as soon as possible after it is requested and must be within 14 days. Parents/Carers may be accompanied if they wish.

The Panel is expected to make findings and recommendations available within 5 working days. Copies of these written findings and recommendations will be sent by electronic mail or otherwise given to the complainant and where relevant, the person complained about. They will also be available for inspection on the provision premises by the Director of Education and the Provision's director(s).

Records

Written records of all formal complaints, responses, meetings, and action taken regardless of whether they are upheld or resolved at the formal stage or proceed to a Panel Hearing, will be kept by Combat Classroom. Documents will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them. A further record of the number of 'formal complaints' received in the preceding school year will be available on request.

Lessons Learnt

All formal complaints, whether or not they are upheld will be subject to a 'lessons learnt' process. This process will use details of a complaint to look at reducing future complaints and improving the work of the provision. This process will be led by the Provision Director(s).

Further support and advice is also available from:

Citizens Advice Bureau
The Forum, 16,
Wallsend
NE28 8JR

VERSION CONTROL

Version	Date	Change Summary	Author/Reviewer	Approved by:
1	March 2026	Initial	Josh Dean	